ABSTRACT

An online manual capable of efficiently identifying a trouble cause and not requiring trouble for updating. A service engineer (SE) connects an SE terminal to a service support system (1) and transmits a trouble event caused in a device to be repaired. In a judgment route data storage section (16), judgment materials for identifying a symptom cause are stored in the descending order of the goodness of fit. A data extraction section (20) extracts the judgment material in that order and represents it to the SE terminal. When the SE selects a judgment material matched with the state of the device to be repaired, the data extraction section (20) extracts a countermeasure action content corresponding to the judgment material from the countermeasure-action data storage section (11), an action data storage section (12), and a content storage section (13) and displays it on the SE terminal.